



Senior Manager, Transportation Operations Job Description

JOB INFORMATION

Job Code:	143063
Job Title:	Senior Manager, Transportation Operations
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Responsible for the overall direction of transportation services on university campuses. Oversees multiple university transportation departments. Ensures university transportation is timely and effective, costs are maintained, opportunities for improved technology and sustainability are researched, and excellent customer experience is provided. Oversees assigned contracts. Collaborates with appropriate stakeholders to develop best practices for risk reduction and accident mitigation. Establishes and maintains relationships with a wide range of internal and external stakeholders.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Passenger endorsement.
X		Ability to obtain LADOT permit, undergoing fingerprint and background check.
X		Experience with general financial statements, accounts payable, and budgets.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proficient in Microsoft Office.
X		Payroll and staff scheduling experience.
X		Excellent written and oral communication skills.
	X	Experience in transit/transportation and/or university operations.
	X	Transit route design experience.
	X	Proven leadership ability.
	X	Familiarity with university-specific transit requirements.

Licenses

Req	Pref	License(s)
X		Class B commercial driver's license.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Air brake certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures all assigned transit routes and programs are operating and adequately servicing the university community. Develops and implements standard operating procedures for transit departments.				
Plans, develops and manages section budgets for assigned programs. Approves and/or disapproves section expenditures. Completes and presents all annual budget amendment requests to senior leadership. Manages or assists in purchases of department vehicles and equipment. Ensures purchases are licensed, registered and insured as required by state law. Ensures procurement of service vendor services and fuel management invoicing. Maintains database of assigned vehicle fleet and affiliated specialized equipment.				
Provides logistical, staffing and equipment decisions for assigned transit departments. Identifies vendors and negotiates appropriate contracts (e.g., fuel delivery, vehicle cleaning and maintenance, third-party rideshare providers). Manages internal and external vehicle equipment service vendor contracts and represents the department in negotiations. Provides leadership and direction to staff. Responsible for scheduling, training, hiring drivers (e.g., interviews, safety training, auditing and developing driver team).				
Ensures compliance with applicable federal, state and local regulations (e.g., LADOT, CHP). Ensures all department vehicles and equipment are licensed, registered and insured as required by state law. Conducts vehicle audits and inspections to ensure operational readiness and vehicle code compliance. Submits driver's license pull requests to the DMV. Monitors department vehicles involved in ongoing investigations.				
Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor. Develops, implements and administers plans for effective communications programs within section. Establishes and maintains appropriate network of professional contacts. Maintains currency with professional organizations and publications. Attends and participates in meetings and conferences. Represents university and/or section as assigned or as appropriate.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.